



MAINTENANCE AND SUPPORT

KEEPING YOUR SYSTEMS RUNNING AT PEAK PERFORMANCE

It’s normal that over time, system hardware can suffer wear and tear, requiring repair or replacement to ensure the ongoing integrity of the installation.

At the same time, challenges and threats to Security and IT Systems are constantly evolving as technology changes take place, which potentially might have an adverse impact on business operations.

With more than 15 years of experience integrating and deploying complex security and technology systems, we’ve learnt the importance of delivering all-encompassing and adaptable security solutions, maintained and monitored 24 hours a day, to improve our clients’ Return-On-

Investment; ensuring continuity of business processes, protecting valuable assets and key stakeholders, and most importantly guaranteeing the safety of your people.

Preventative Maintenance is the most cost-efficient way to extend the lifespan of your Security and IT Systems. Regular Preventative Maintenance of hardware and software prevents sudden malfunctions and costly repairs in the future. Keeping equipment in top condition is crucial to ensuring optimal efficiency and compliance

with regulations and laws. With a dedicated engineering support and maintenance team of over 60 highly-skilled individuals deployed throughout our clients’ businesses, we proudly boast one of the largest and fastest growing maintenance teams in the region. Coupled with superb support software and solid and thorough reporting tools, our maintenance offering is tailor-made to operate as an integral part of your existing infrastructure, seamlessly providing the highest levels of always on, multi-layer protection.

MVP Tech’s Engineering Support team will:

/ Maintain your security system up-to-date and operating at optimal levels

/ Ensure full compliance with local requirements, laws and regulations

/ Conduct scheduled maintenance visits to prevent system malfunction

/ Reduce the likelihood of costly repairs by carrying out regular on-site checks

/ Provide a 24-hour service hotline to attend any urgent requests

/ Deliver regular reporting on maintenance activities for full visibility

We are fully licensed to operate within the security fields of our present markets, executing and maintaining multiple projects globally to the highest stringent standards for our many government, military and private sector clients.

Current licenses include:

ADMCC, SSD, SIRA, MOI



A DIFFERENT APPROACH



Greater Efficiency

We believe that issue avoidance, rather than issue fixing, is the best way to service the needs of our clients. Unique to MVP Tech and indeed to the market, we train our call center operators to act as Security and IT System first responders, whose expert assistance is available around the clock. Assessing and solving issues over the phone that do not need to be escalated, we regularly eliminate unnecessary call-outs, saving our clients both time and money, while also reducing business downtime, failure rates and recurrent costs.

Optimising Performance

Our engineering mindset makes us extremely disciplined in how we service our clients. By continually testing the overall architecture and component parts, we are able to identify and eliminate problems the first time they occur. Continuous updating of the system logs and regular reporting ensures full visibility across all areas, helping to track, solve and where needed, quickly replacing aging or broken parts, allowing us to maintain optimal system performance. Our Engineering Support specialists are trained to support you even in the budgeting of your Security and IT Systems requirements for your internal annual cost planning.

Through proven structures, processes and procedures, including systematic, periodic maintenance, our call-out ratios are on average less than 1.5% (call-outs versus assets), which is well below international benchmarks.



Beyond the completion of the project

ENGINEERING SUPPORT

Free 1 year After-Sales Service

Maintaining your systems and the individual products functioning within the correct parameters is the best way to extend its functional lifecycle and ensure the ongoing safety of our clients. To offer the highest levels of support and to avoid unnecessary headaches, we include a free of cost, one year After-Sale Service on all installations, providing engineering support well beyond the project go live date.

Comprehensive Handover

To allow a smooth transition from the project execution phase to the maintenance phase, our project managers conduct an internal handover with the maintenance teams well ahead of completion. By briefing the maintenance engineers and technicians responsible for the system's upkeep early on and involving them in the final stages of project completion, we are able to ensure a seamless transfer from conceptualisation, project execution to live operation.

Our comprehensive one year free after sales service includes:

- / Unlimited call-outs and 24/7 hotline support
- / Periodical Preventative Maintenance performed by a dedicated team
- / Spare part management and SUP upgrade planning
- / Regular end user trainings
- / Support in warranty related matters
- / Detailed service reports for call-outs and regular reporting of systems performance, including root cause analysis and benchmark comparison

MVP Tech's comprehensive handover ensures increased system uptime, currently **99.9%** on average across our maintenance contracts, and a significant reduction in false alarms and unexpected issue occurrence.

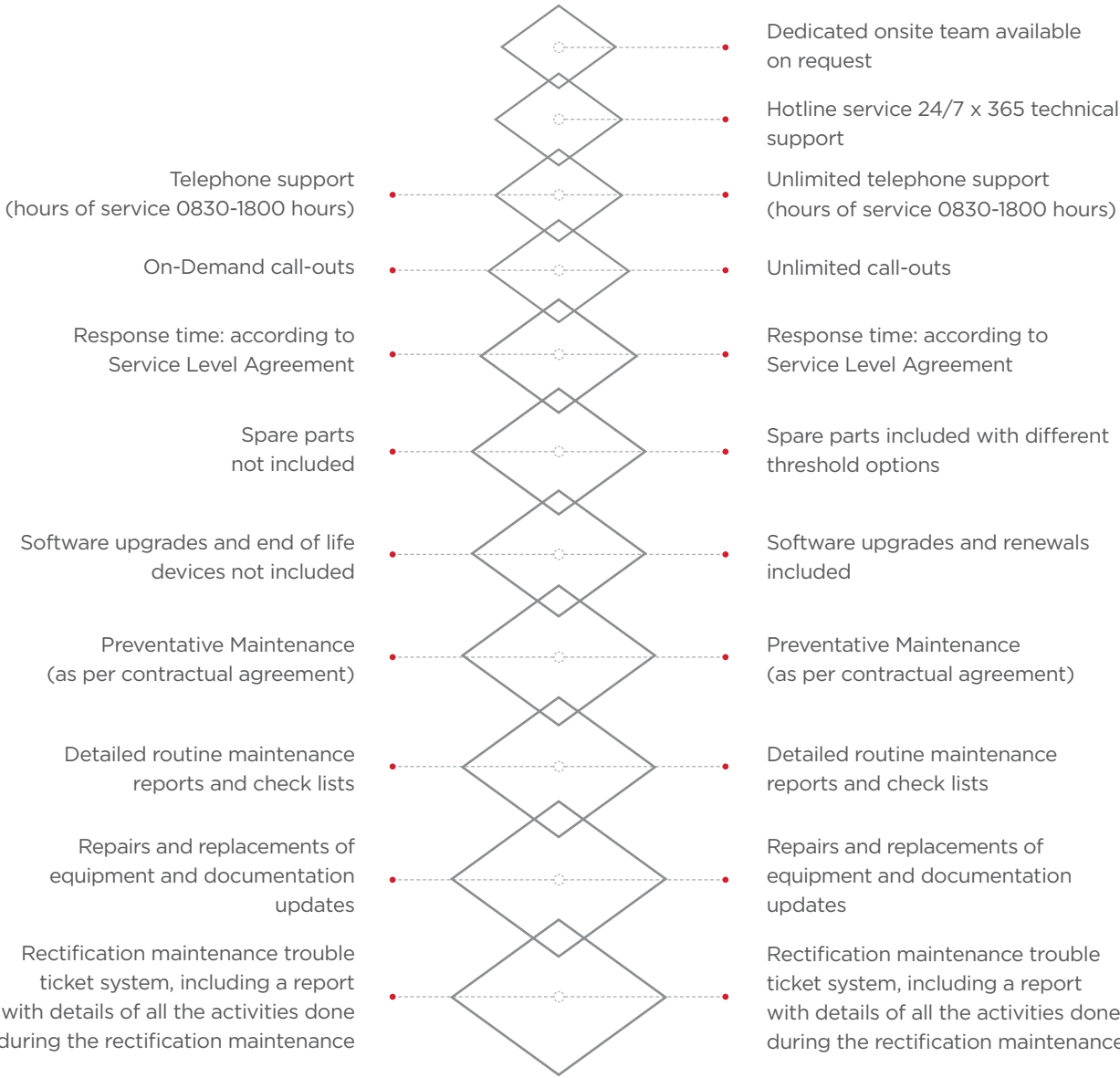


Comprehensive and Non-Comprehensive

FLEXIBLE CONTRACTS

Once your free of cost one year After-Sales Service Period is coming to an end, or if you need to maintain your current installation (even if it's not installed by us), we have different options of maintenance contracts available. Whilst auditing your system our Engineering Support specialists take into consideration factors such as age, level of usage, existing condition and operating environment of your equipment before recommending the program that best suits your specific needs, providing maintenance solutions uniquely tailored to your demands and budget.

While our offering is fully customisable, we offer both comprehensive and non-comprehensive options as a standard, with a range of key services that include the repairing, replacing, servicing, inspecting and testing of both hardware and software applications on a regular basis.



NON-COMPREHENSIVE

COMPREHENSIVE

TRUSTED BY

Government and
Critical Infrastructure



Real Estate
and Developers



Energy
Sector



Shopping Malls
and Retailers



Hospitality
and Leisure



Public Multi-
Purpose Venues



From the beginning, our founders sought to change the perception of system integration providers, by creating a company with a different approach and a strong engineering focus at its core. Unchanged since our formation in 2003, this guiding principle is the visible thread woven throughout the company's culture and operations, setting us apart and influencing how we interact with our clients, vendors and colleagues.

We are engineering driven. We are MVP Tech.

For more information on how MVP Tech is driving the future of Security and IT critical infrastructure, please contact us.

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Support Enquiries:
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